

# Memo

**To:** Aircraft Noise Community Consultative Group (ANCCG)

**From:** Caitlin Goodman & Jason Higgs

**Date:** May 2026

**Subject:** Noise complaint process improvements

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## 1 Purpose

The purpose of this memo is to

- Present Auckland Airports (AKL's) recent improvements to the noise complaint process.
- Request the members to provide feedback.

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## 2 Auckland Airport's Noise Complaint Process

Complaints can be made through the online complaint form on AKL's website or by calling AKL's call centre. Calls to Auckland Council's Noise Complaint line are redirected to AKL. Together, these options provide community members with several ways to raise concerns and get information about aircraft noise.

Once a complaint is received, AKL will investigate the matter and respond as soon as practicable. The response will include whether the aircraft involved complied with Civil Aviation Authority (CAA) [Noise Abatement Procedures](#). Complaint response times generally range from 10 to 20 working days, depending on whether the complaint is classified as specific, generic, or a question.

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## 3 Improvements to the complaint process

AKL has made several improvements to the complaint process during the past six months to make it easier for the community to raise concerns and support a more consistent response across all complaint channels. Specific detail on each improvement is outlined below:

### a) Corporate website improvements

An additional complaint-related tab was added to the AKL public website to make information easier to find, including the placement of useful links at the top of pages, rather than having them at the bottom of pages.

Visit [Auckland Airport | Auckland Airport](#) and use the images on the next page to guide your navigation.

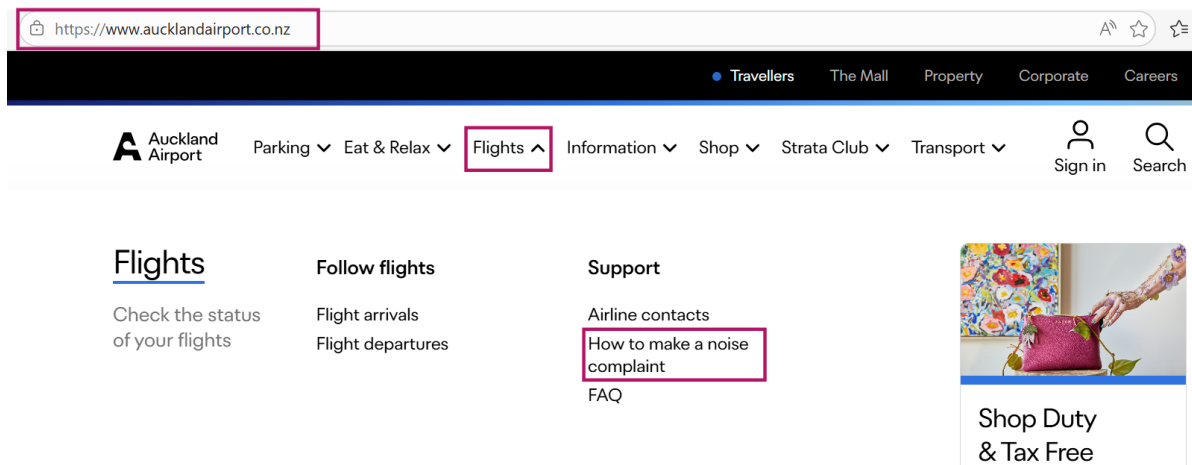


Figure 1- Guide to navigating AKL's Website to find the complaints tab

# How to make a complaint

Auckland Airport is committed to providing timely access to information about aircraft noise. We're using the latest developments in technology to supply a direct public link to aircraft noise information, giving members of the community the ability to monitor and make a complaint/enquiry about specific flights.

[Click here](#) to monitor and make a complaint/enquiry about flights. Alternatively, you can contact us with an [aircraft complaint/enquiry online](#), or call on 09 256 8133 or freephone 0800 466473 (0800 4 NOISE).

*Note: we recommend opening the Flight Tracker and Noise Complaint Form in Google Chrome in order to utilise the Google Translate Extension*

Figure 2- 'How to make a complaint' landing page with links highlighted

## b) 'Complaint form improvements

An additional field has been added to AKL's complaint form to capture more detailed information. This new optional field appears **after** a 'Concern' or primary cause has been selected. Having this 'Subcause' field will allow AKL to better understand complaints. See the next page for a screenshot of the 'Subcause' categories.

Type\*:  
Disturbance date\*:  
Disturbance time\*:  
Concern\*:  
Subcause:  
Description:

- 2 - Aircraft too noisy during the day
- 3 - Aircraft too noisy during the night
- 4 - Aircraft too noisy during the early morning hours
- 5 - Aircraft noise is too frequent
- 6 - Aircraft flying too low
- 7 - Aircraft flying off normal flight path
- 8 - Number of flights near me has increased
- 9 - More ground noise is coming from the airport
- 10 - Flying activity causing vibrations in my home

Please use this field for any additional comments or your question

Figure 3- Screenshot of the new 'Subcause' field in the online complaint form

**c) Auckland Airport call centre information update**

The call centre information has been updated to reflect AKL's current complaint response process. Complainants were previously advised that responses could be provided by letter, call or email. However, AKL receives and responds to complaints through the Casper system, which issues responses by email only. Phone calls are not a standard AKL response method and are used only in exceptional circumstances. When calls are handled by AKL's call centre, the complaint is logged directly into the online form while the caller remains on the line, which closes the complaint loop during the call.

**d) Test calls to Auckland Council**

A Community Representative raised a concern, at the March 2026 ANCCG Meeting, related to test calls to the Auckland Council Noise Complaint Call Centre and information received during the call. In response to this concern, AKL conducted its own test calls to monitor consistency and identify improvement opportunities.

Auckland Council has agreed to "Handshake" or transfer these calls directly to AKL's call centre. This will ensure that callers receive a more consistent response.

## e) Auckland Council website update

AKL worked with Auckland Council to make the Council website clearer for the community. Clarifying which organisation is responsible in different circumstances, such as the CAA, Auckland Council, or AKL. The update includes specific contact details for AKL's call centre. The website can be accessed here [Complain about noise](#).

### Noise from aircraft **Before Update**

The [Civil Aviation Authority](#) handles noise complaints about aircraft in flight (above 500ft). Auckland Council will handle complaints about aircraft during take-off and landing (below 500ft), except those leaving or arriving at Auckland Airport. This activity has to meet noise limits as defined under the:

- [Auckland Unitary Plan \(PDF 462 KB\)](#)
- [Hauraki Gulf Islands Plan](#).

Auckland Airport handles noise complaints for flights taking off or landing at its airport. Visit [How to make a complaint](#) to report noise issues for these flights. Auckland Airport does not deal with complaints about flights not operating from its airport.

Use our [online feedback form](#) to complain about other aircraft issues, such as helicopter flight paths.

Figure 4-Extract of Auckland Council's Noise Complaints website before amendment

### Noise from aircraft **After Update**

The [Civil Aviation Authority](#) handles noise complaints about aircraft in flight (above 500ft).

#### Aircraft not flying to or from Auckland Airport

Auckland Council will handle complaints about aircraft during take-off and landing (below 500ft), except those leaving or arriving at Auckland Airport. These aircraft must meet noise limits as defined under the [Auckland Unitary Plan \(PDF 462 KB\)](#) and [Hauraki Gulf Islands Plan](#).

#### Aircraft at Auckland Airport

Auckland Airport handles noise complaints for flights taking off or landing at its airport. To report noise issues for these flights:

- visit [How to make a complaint](#), or
- freephone [0800 466473](#) (0800 4 NOISE), or
- call on [09 256 8133](#).

Auckland Airport does not deal with complaints about flights not operating from its airport.

Figure 5- Extract of Auckland Councils Noise Complaints website after amendment